

ISD Work Request Tracking System

Release 2004



SECTION A) Introduction

The original ISD Tracking System has now been replaced by the new ISD Work Request Tracking System (Release 2004). The system was replaced in order to increase the system's functionality, make it more flexible and intuitive, reduce miscommunication, and overall to provide a more efficient tool to use for creating and tracking requests.

Key Features:

1. Email notification – Relevant parties (the requestor and the person fulfilling the request) are notified of the status of their requests through automatic emails sent by the system to their GroupWise inbox.
2. Full change auditing – All changes made to request are logged, showing who changed what when and why.
3. Robust Searches – The system allows searching on nearly every field within a request.
4. Reports – Standard reports for Urgent and High Priority Tickets, Stale Tickets, Tickets by Request Type, and Tickets by Work Center are available.
5. Customizable – Request are grouped by Work Center (the group in-charge of fulfilling the request) who determines what type of requests are available. These requests are easily tailored by supplying additional fields or questions from the requestor depending on the request type.
6. Notes/comments and file attachments – Users can include notes or comments pertaining to their request in order to reduce communication between the requestor and the person assigned to fulfill the request. They can also upload small-sized files to provide source data or output sample formats.

SECTION B) System Access

1. Open Internet Explorer 
2. Type www.scag.ca.gov/cgi/tix
3. Enter your SCAG email address and password.
4. Click the  button



Please enter your login information

Email Address:


Password:

☐ Sign me in automatically.


☐ Check here if you have forgotten your password. You'll be emailed instructions on how to reset your password.

Login

☐ **Sign me in automatically**

 Activate this option if you want the system to remember your Email Address.

☐ **Check here if you have forgotten your password.**

 Activate this option to receive email instructions on how to reset your password.

SECTION C) Home Page / Navigation

The screenshot shows the SCAG WorkRequestCenter home page. At the top right, the email address burke@scag.ca.gov is displayed. The header includes the SCAG logo and the text "SOUTHERN CALIFORNIA ASSOCIATION of GOVERNMENTS".

Numbered callouts point to the following elements:

- 1.** Navigation pane on the left containing links: Home, My Requests, My Preferences, Search, Logout, Create a New Request, Reports, and Intranet Homepage.
- 2.** Table of recent work requests.
- 3.** "Common Work Requests" section with a "Start here »" link and a button "Open a New Work Request Ticket".
- 4.** The "Open a New Work Request Ticket" button.
- 5.** The "Logout" link in the navigation pane.
- 6.** The "Intranet Homepage" link in the navigation pane.
- 7.** Summary table showing ticket counts.

Summary:

Open tickets...	3
Recently closed...	1
Total...	4

Your recent Work Requests (4 rows found)

ID	Opened	Closed	Requestor	Work Center	Type	Status	Summary	Action
115	04/22/2004		Burke, Paul	Graphics	Graphic Request	Open	To look like me	
106	03/23/2004		Burke, Paul	Data	Data Request	Open	Location and address of all movie producers	
103	03/23/2004	03/23/2004	Burke, Paul	Desktop & Network Support	Other	Closed	Beef up my computer	
102	03/23/2004		Burke, Paul	Web (Internet)	Extranet Requests	Open	Post map to Metro Center to SCAG Office	

At the top right of the table, there is a link "Add a new WorkRequest" with a plus icon.

1. Navigation pane – Use this area to quickly navigate to a different part of the system. You are currently on the **Home** page.
2. List of recent Work Requests – Use this area to view a list of your most recent work requests.
3. Common Work Requests – Use this area to view a list of the most common work requests. It provides a list of hyperlinks that you can use to quickly jump to a new type of request.
4. Open a New Work Request Ticket – Use this button to create a new work request.
5. **Logout** – Click this link if you want to log out of the system.
6. **Intranet Homepage** – Click this link to jump to SCAG's Intranet page.
7. **Summary** – This area displays a list of all of your open tickets and recently closed tickets.

SECTION D) Creating a new work request

To create a new work request, click the Open a New Work Request Ticket



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New Work Request Save

Requestor: ☒ This is My Request
☐ I am making this Request for someone else...

Priority:

When Needed:

Work Center:

Request Type:

Summary/Purpose:

Full Description:
[type your detailed description here.]

1. **Requestor** – By default, the requestor is the person who is logged on to the system.

If you are making this request on behalf of someone else, click the **I am making this Request for someone else...** option to automatically display the following additional fields:

New Work Request Save

Requestor: ☐ This is My Request
☒ I am making this Request for someone else...

Requestor's Name:

Organization:

Contact Info:

2. **Priority** – Select the priority of your request based on the following selections:

Low	
Normal	
High	
Urgent	

3. **When Needed** – Specify your desired target date of completion


4. **Work Center** – Select the appropriate Work Center (this will be the target responder for this ticket).

Data
Desktop & Network Support
GIS
Graphics
Intranet/Extranet
Modeling
Web (Internet)

5. **Request Type** – Select the specific type of request based on the Work Center Selected:

Work Center	Request Type	Additional Fields
Data	Data Request	Purpose Type (Population, Income, Employment, etc.) Geography Level (County, tracts, blocks, etc.) Year (2000, 2010-2030, etc.) Area (LA County, SCAG region, etc.) Output Format (XLS, TXT, DBF, etc.) Summary/Purpose
Desktop & Network Support	AV Systems Request	Meeting Date Start Time/End Time Estimated number of attendees Event Coordinator/Extension Meeting/Event Title Location Other/Offsite explanation Other Summary/Purpose
	Bluescreen Problem	Error message Program last running No. of times it happened? New software recently installed Patter of occurrence Summary/Purpose
	CD Writer Problem	Are you running programs while writing to the CD? When was it last working? What new software was installed since it was last working?: How many times has it failed?: How far along does it get before it fails?: What brands of CDs have you tried to write to?: Summary/Purpose:
	Monitor Problem	Is the monitor turned on? Is the power cord connected to a power source? Is the power cord connected to the monitor? Have you checked the monitor brightness setting?

Work Center	Request Type	Additional Fields
Desktop & Network Support (continued)	Other	Summary/Purpose
	PC Problem	Is the power cord connected to a power source? Have you tried another power outlet? Does anyone else have the same problem? Summary/Purpose
	Printing Problem	Which printer are you trying to use? Which program are you printing from? Are you the only one with this problem? When was the printer last working? Is the printer turned on? Are you able to print to another printer? Is the printer out of paper? What is the error message on the printer LCD?
GIS	Application	Application Type (Desktop or Web) Summary/Purpose
	Maps	Map Type (Housing, population, etc.) Map Size (Map Output type (File or printout) Summary/Purpose
	Tool/Macro	Tool/Macro Type (ArcView, ArcGIS, etc.) Summary/Purpose
Graphics	Graphic Request	No. of copies needed No. of color copies needed No. of B&W copies needed Goal of product Intended audience Further information Approval sign-off Summary/Purpose
Intranet/Extranet	Access/Security Issues Corrections New Postings	
Modeling	Accessibility Analysis	Accessibility Analysis Type (Highway or Transit) Summary/Purpose
	Data Extract	Data Extract Type (Travel Times, Mode Share, etc.) Summary/Purpose
	Model Run	Model Run Type (RTP, RTIP, AQMP, etc.) Summary/Purpose
Web (Internet)	Error Message on Webpage	Website (SCAG, JumpStart, etc.) URL or Page Name Your web browser (IE5, IE6, Netscape, etc.) Summary/Purpose

6. **Full description** – Specify any other information or special instructions that you want to be considered regarding the ticket.
7. **Save** – Click the  button to save your ticket.

SECTION E) My Requests Page

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My Requests

These are all of the Requests "created by" or "assigned to" you.

If you wish to narrow the number of matching Requests use the Search page.

[Open a New Work Request Ticket](#)

Number of records found: 4

ID	Status	Opened	Closed	Entered By	Requestor	Organization	Work Center	Type	Assigned To	Summary	Action
115	Open	04/22/2004		Burke, Paul	Burke, Paul		Graphics	Graphic Request		To look like me	
106	Open	03/23/2004		Burke, Paul	Burke, Paul		Data	Data Request		Location and address of all movie producers	
103	Closed	03/23/2004	03/23/2004	Burke, Paul	Burke, Paul		Desktop & Network Support	Other		Beef up my computer	
102	Open	03/23/2004		Burke, Paul	Burke, Paul		Web (Internet)	Extranet Requests		Post map to Metro Center to SCAG Office	

- List of your requests** – Displays a list of all requests that you have created or have been assigned to you.
- Details** – Click the **Edit** button to view the details of a request.
- Sorting** – Click on any column heading on the list to toggle between ascending or descending sort order.

[Sample Details screen:](#)

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[Home](#)
[My Requests](#)
[My Preferences](#)
[Search](#)
[Logout](#)
[Create a New Request](#)
[Reports](#)
[Intranet Homepage](#)

Work Request Details

Printer Version

Copy as New

Save

Work Request ID: 106

Status: Open

When Created: 03/23/2004

Last Activity: 03/23/2004

When Closed:

Entered By: Burke, Paul

Requestor:
☒ This is My Request
☐ I am making this Request for someone else...

Priority: Normal

When Needed:

Work Center: Data

Request Type: Data Request

Purpose:

Type: Population

Geography Level: County Other:

Year: 2000 Other:

Area: LA County Other:

Output Format: XLS Other:

Summary/Purpose: Location and address of all movie producers

For Office Use Only:

Assigned To: Not Assigned

When Started:

Estimated Time: Hours

Actual Time: Hours

Notes (1)Files (0)Revision History (2)

1 notes.

Jump to Add Note area

Added	Written By	Note Body
03/23/2004	Burke, Paul	Please locate and provide location of all movie producers wise enough to hire me in their next film.

Enter your Notes below. When finished, click "Add"

Add

Home | Site Map

SECTION F) My Preferences

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Home
My Requests
→ **My Preferences**
Search
Logout
Create a New Request
Reports
Intranet Homepage

Person Detail Save

ID: 109
First Name: Paul
Last Name: Burke
Email: burke@scag.ca.gov Emails MUST be unique.
Password: ***** (password length must be between 6 and 15 characters)
Phone:

☐ Notify me whenever one of my tickets is **Closed**.
☐ Notify me whenever any of my tickets **Changes**.

Aliases for this Person

Other Key 1:
Other Key 2:

1. **First Name** – Type/edit your first name.
2. **Last Name** – Type/edit your last name.
3. **Email** – Type/edit your email address.
4. **Password** – Type/edit your password.
5. **Phone** – Type/edit your contact phone number.
6. **Notify (Closed)** – Activate this option if you want to be notified whenever your tickets are closed (resolved).
7. **Notify (Changes)** – Activate this option if you want to be notified whenever your tickets are changed.
8. **Aliases (For Admin use only)** – Can be used to reference user's ID number from other applications.

Click the Save button to update the system with your changes.

SECTION G) Search Page

SCAG WorkRequestCenter

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Home
My Requests
My Preferences
→ **Search**
Logout
Create a New Request
Reports
Intranet Homepage

Search

Enter your search criteria below, then click "Search Now"

☐ Created by: Burke, Paul

☐ Assigned to: Burke, Paul

☒ Work Center: Data

☐ Request ID:

☐ Priority: Normal

☐ Status: Open

☐ Date: tickets created

☐ in the last: 1 months

☒ in the last: 1 days

☐ between: 03/29/2004 and: 04/29/2004

☐ Extra Fields: Data

Field:

Value:

Search Now! Printer Version

Number of records found: 3

ID	Status	Opened	Closed	Entered By	Requestor	Organization	Work Center	Type	Assigned To	Summary	Action
116	Open	04/26/2004		Jacob, Jim	Jacob, Jim		Data	Data Request	Gutierrez, Pablo	test	
106	Open	03/23/2004		Burke, Paul	Burke, Paul		Data	Data Request		Location and address of all movie producers	
105	Open	03/23/2004		Abare, Mary Jane	Abare, Mary Jane		Data	Data Request		test	

1. Select the criteria that you want to use for your search by activating the checkbox next to it.
2. Specify the parameter for the search field that you are using. For example, if you want to search for all tickets in the system that pertains to the Data Work Center:
 - ☞ Activate the **Work Center** checkbox
 - ☞ Select **Data** from the drop-down list box.
3. The result will be displayed at the bottom of your screen.

[SECTION H\) Reports Page](#)

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Home
My Requests
My Preferences
Search
Logout

Create a New Request
→ **Reports**
Intranet Homepage

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Reports

Title	Description	Actions
Urgent and High Priority Tickets	Open Tickets flagged as "Urgent" or "High" priority.	
Stale Tickets	Tickets that have been Open for more than two weeks.	
Tickets by Request Type	Number of tickets broken down by Request Type	
Tickets by Work Center	Number of tickets broken down by Work Center	

[Sample Reports output screen \(For Urgent and High Priority Tickets\):](#)

[Home](#)
[My Requests](#)
[My Preferences](#)
[Search](#)
[Logout](#)

[Create a New Request](#)

→ Reports
[Intranet Homepage](#)

Admins Only
[People](#)
[Work Centers](#)
[Tasks](#)
[Settings](#)

Urgent and High Priority Tickets

These are Open tickets that have been flagged Urgent or High Priority.

Number of records found: 6

ID	Opened On	WorkCenter	CreatedBy	AssignedTo	Status	Priority	RequestType
115	04/22/2004	Graphics	Burke, Paul		Open	Urgent	Graphic Request
114	04/22/2004	G.I.S.	Abare, Mary Jane		Open	Urgent	Maps
113	04/15/2004	G.I.S.	Carter, Courts		Open	High	Maps
112	04/12/2004	Desktop & Network Support	Carter, Courts		Open	High	Audio/Video Systems Request
104	03/23/2004	Modeling	Gutierrez, Pablo		Open	High	Data Extract
101	03/22/2004	Desktop & Network Support	Carter, Courts		Open	High	Audio/Video Systems Request

[Sample Reports output screen \(For Stale Tickets\):](#)

[Home](#)
[My Requests](#)
[My Preferences](#)
[Search](#)
[Logout](#)

[Create a New Request](#)

→ Reports
[Intranet Homepage](#)

Admins Only
[People](#)
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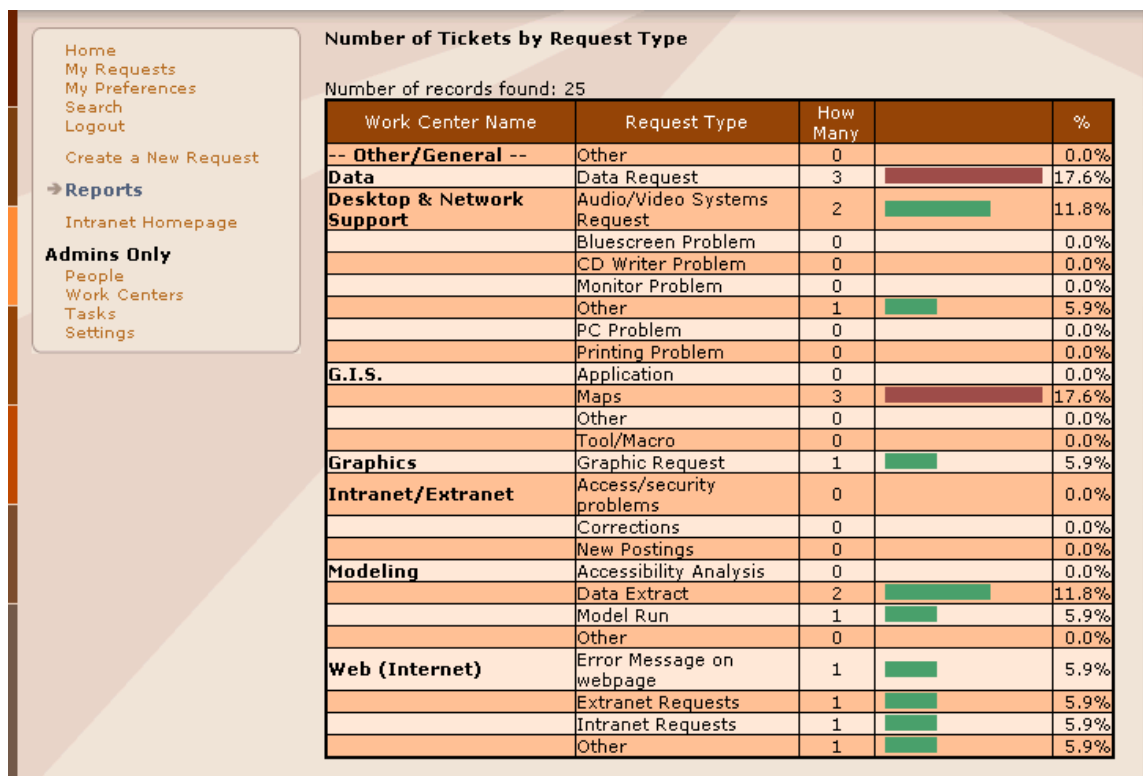
Stale Tickets

These are Open tickets more than 14 days old.

Number of records found: 12

ID	Opened On	WorkCenter	CreatedBy	AssignedTo	Status	Priority	RequestType
113	04/15/2004	G.I.S.	Carter, Courts		Open	High	Maps
112	04/12/2004	Desktop & Network Support	Carter, Courts		Open	High	Audio/Video Systems Request
110	03/23/2004	Modeling	Abare, Mary Jane		Open	Normal	Data Extract
111	03/23/2004	G.I.S.	Butala, Mark		Open	Normal	Maps
109	03/23/2004	Modeling	Ayala, Rosemary		Open	Normal	Model Run
108	03/23/2004	Web (Internet)	Jihong, McDermott		Open	Normal	Intranet Requests
107	03/23/2004	Web (Internet)	Kusunoki, Elyse		Open	Normal	Other
106	03/23/2004	Data	Burke, Paul		Open	Normal	Data Request
104	03/23/2004	Modeling	Gutierrez, Pablo		Open	High	Data Extract
105	03/23/2004	Data	Abare, Mary Jane		Open	Normal	Data Request
102	03/23/2004	Web (Internet)	Burke, Paul		Open	Normal	Extranet Requests
101	03/22/2004	Desktop & Network Support	Carter, Courts		Open	High	Audio/Video Systems Request

[Sample Reports output screen \(Number of Tickets by Request Type\):](#)



[Sample Reports output screen \(Number of Tickets by Work Center\):](#)

